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| C:\TEMP\Temporary Internet Files\Content.Word\DCC logo black.jpg  **To: Headteachers of all maintained schools** | **Commissioning, Communities & Policy**  **Organisation Development & Policy Division**  **Lee Gregory**  Head of Human Resources Services  County Hall  Matlock  Derbyshire  DE4 3AG  Date: 17 July 2020 |  |

Dear Headteacher

**Realignment of Pay Teams, HR Services**

I am writing to inform you about some important changes to the way in which the pay teams within the HR Services formerly Shared Services Centre are organised.

You will be familiar with the current pay teams which process data for schools;

* Appointments, which processes all starters
* Adjustments, which processes any changes to pay records for current employees
* Time, which processes additional hours and absences, long term sickness and travel/mileage.

Whilst we receive positive feedback on our service, we have received some feedback from schools that the current structure can at times be fragmented and confusing in terms of which team to send information to and who to raise queries with. Schools have also expressed a wish for a fewer number of contacts and have requested that they have named contacts.

**New arrangements**

Therefore, from the beginning of August and in preparation for the new term these teams will no longer be operating independently, instead there will be one team processing all schools’ data which will be known as the Traded Services team. This will provide customers with a structure that is both clear and aligned.

Within the Traded Services team, there will be seven small groups of three or four HR Services colleagues working closely together who will undertake all the processing for certain schools, therefore every school will have the same colleagues processing their data each month. Each HR Services colleague will be processing data for a much smaller number of schools than they currently do and therefore they will build up more detailed knowledge of each school.

Additionally, a development and knowledge transfer plan will be implemented to ensure that all colleagues in the Traded Service team can undertake all tasks in the pay workflow; appointments, adjustments and processing absences and additional hours.

The Traded Services team will have three team leaders, again many of you will be familiar with them; Josh Handley, Nicki Baker and Debs Miller. Although Josh, Nicki and Debs will have responsibility for line managing a dedicated number of the Traded Services team colleagues, and will each be the first contact point for certain schools, they will no longer specialise in appointments, adjustments and time respectively as they do currently. All team leaders will now work across all respective functions.

**How to contact the new Traded Services Team**

It is important to make clear that HR Services employees will be working remotely until at least 01 October 2020. Until colleagues can return to HR Services in a safe working manner the preferred option is for schools to email rather than to leave voicemail messages so that queries can be dealt with efficiently. Current telephone arrangements will remain in place until colleagues return to the office. Further updates will then be released once HR Services colleagues return to working in the office. A new Traded Services email address will be set up for schools to start using from 03 August 2020. This email address will be [traded@derbyshire.gov.uk](mailto:traded@derbyshire.gov.uk).

As we move into the new traded structure please be reminded that we require all adjustments and new starters by the 5th working day so that these forms can be processed accordingly for payment. Your assistance with keeping to this deadline will help the new structure embed more successfully especially as September is a busy period for us all. Please continue to send any forms in the usual way via Perspective Lite.

**Retention of documents**

You may recall in my letter dated 9 April 2020 which detailed the Good Work Plan changes that I also outlined a change to the retention of documents by HR Services from 1 April 2020. As a reminder you will be aware of the General Data Protection Regulations (GDPR) and the requirement to retain information only where it is necessary and lawful to do so. There is already a requirement for schools to retain the personnel file for all employees. Subsequently, signed contracts and signed variation to contract letters will be returned directly to the school for retention with the existing personnel file in the school. HR Services only needs to keep information for payroll purposes i.e. payment of salaries, which will be retained for 6 years plus the current financial year and this does not include signed contracts or variation letters.

**Recording of asylum and immigration data**

As a further reminder to correspondence previously issued in April under the Good Work Plan, it was agreed that it is not necessary for HR Services to record the personal data of employees, which is gathered by the school at the recruitment stage, for the purposes of meeting the requirements of the Immigration, Asylum and Nationality Act 2006 (“Asylum and Immigration Act check”). This information is not required for payroll and therefore retention is for school purposes only.

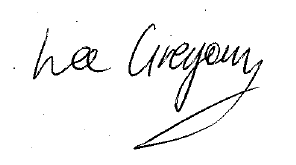
**Next Steps**

I hope that you will agree that this new arrangement will provide a more personalised service as well as more resilience across the Traded Services team which will further improve the pay services to schools. Whilst this change will improve the services to schools your patience will be appreciated during implementation and immediately after the introduction of the new arrangements.

The Headteacher has been issued this document along with the relevant contact names and email addresses for your school. Please liaise with your Headteacher with regards to this.

If you have any questions about these changes, please do not hesitate to engage with your team leader contact confirmed in the attachment.

Yours sincerely



Lee Gregory

Commissioning, Communities and Policy

Head of Human Resources Services